

Privacy

Last updated 1-19-23

The Office of Privacy and Data Protection (OPDP) is designated by statute ([RCW 43.105.369](#)) to be a central point of contact for state agencies on policy matters involving privacy. As defined by the Legislature, core OPDP duties include:

- Conducting an annual privacy review for all agencies and publish an annual aggregated report.
- Conducting annual training for agencies and employees.
- Articulating privacy principles and best practices.
- Coordinate data protection in cooperation with WaTech.
- Participate in the review of major state agency projects involving personally identifiable information.
- Developing and promoting best practices, including training, and educating consumers about the use of personal information and measures to protect information

More information about OPDP, the most recent [OPDP performance report](#) and privacy resources are available at www.watech.wa.gov/privacy.

Metrics:

- Annual privacy review:
 - Design and publish an agency privacy assessment survey by Aug. 10 annually in conjunction with the state CIO annual certification memo.
 - Publish a report on survey results by Feb. 1 annually.
 - Increase agency privacy maturity by measuring:
 - Adoption of privacy policies
 - Hiring of privacy professionals
 - Mandating privacy training for employees
- Training for agencies and employees:
 - Conduct and publish at least six webinars a year on privacy topics.
 - Conduct four state agency Privacy Forums a year.
 - Conduct monthly Privacy Community of Practice meetings.
 - Publish monthly OPDP newsletters to communicate training opportunities for agencies and employees.
 - Perform at least four OPDP public speaking engagements.
- Articulate privacy principles and best practices:
 - Published privacy framework, model policies and design and publish online training for privacy principles.

Intended customers

OPDP is available as a resource for all state and local agencies, including the 72 state agencies that report they collect personal information. Less than 20% of those agencies have dedicated privacy staff. Demand for OPDP resources is up according to the preliminary data in the 2022 Privacy Assessment Survey. Approximately 40 agencies have ranked privacy as increasing in importance for their state agency and at over half of the agencies surveyed attended an OPDP webinar in the past year. More details about outreach efforts for particular groups are included in the customer engagement section below.

Helpful information

Service category

Enterprise Programs

Service availability

Normal Business Hours

Planned maintenance

Not applicable

Related services

- Office of Cybersecurity
- Enterprise Architecture
- IT Project Management
- Policy & External Affairs

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Katy Ruckle

Options available with this service

In addition to routine events and ad hoc consultation, OPDP staff is available for presentations and trainings upon request.

Customer engagement

- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

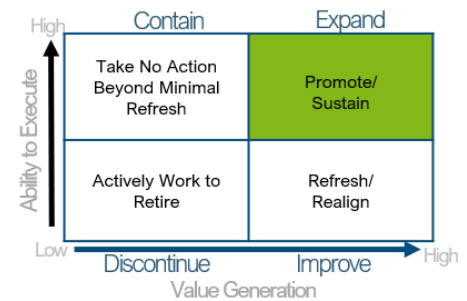
OPDP regularly publishes resources and hosts events to engage with state and local employees, including:

- **Quarterly State Agency Privacy Forum (SAPF).** The SAPF is primarily intended for state employees interested in keeping up to date on privacy developments.
- **Monthly webinars.** OPDP hosts webinars in months that do not have a quarterly SAPF. These webinars are appropriate for a broad audience. Recordings and presentation materials are posted to OPDP’s website.
- **Privacy Community of Practice.** The monthly Privacy CoP is attended by state employees who work primarily on privacy. It is a collaborative space to share information and best practices and improve maturity across the state.
- **Privacy Points.** This monthly blog provides updates on privacy developments and OPDP activities, including new resources and upcoming events.

Action plan

Current activity

- Established core pieces of OPDP’s program by re-establishing an [annual privacy review](#) of state agencies, finalizing [Washington State Agency Privacy Principles](#) and developing a regular cadence of events to promote privacy awareness and increase privacy maturity.
- Published resources to help agencies improve their privacy practices including a [data breach assessment template](#), [data sharing best practices](#), and a Washington Privacy Framework. You can find additional OPDP resources [on its webpage](#).
- Coordinating data protection in cooperation with WaTech, and participate in the review of major state agency projects involving personally identifiable information:
 - Integrate privacy impact assessment with security design review process by Jan. 1, 2023.
 - Publish procurement guidance of Automatic Decision-Making System by Nov. 1, 2023.
- Publish Automatic Decision-Making System inventory by Nov. 1, 2023.



One- to two-year goals

- Focus on increasing privacy review of major IT projects, based on intake and review of the ITPA, that involve personal information, helping agencies implement foundational privacy best practices, promoting privacy awareness for all employees across the state enterprise, and developing the privacy professional workforce.
- Launch key initiatives including privacy basics training for state employees, privacy impact assessments training and templates, and a multi-day privacy primer course for state employees.

Three- to five-year goals

- Monitor developments in the privacy landscape continuously by attending trainings and conference and coordinating with national and international experts in the fields of data privacy, data protection, and access equity as required by RCW 43.105.369(5)(b).
- Assess agency needs, agency adoption of OPDP resources and engagement with OPDP events as part of its [annual privacy survey](#) and the [OPDP performance report](#) (required by law every four years).
- Use this information to refine existing resources, develop new tools and explore innovative solutions.



Service review and fully loaded service budget projection

Revenue source

The service is bundled and funded using revenue from the Office of the Chief Information Officer (OCIO) central service model.

Net Income over time:

Before the 21-23 biennium, this service was provided without a dedicated revenue stream. In the 21-23 enacted biennial budget, OPDP was provided funding by proviso in the budget: “\$2,960,000 of the consolidated technology services revolving account—state appropriation is provided solely for the office of privacy and data protection.” Going forward, the agency fully anticipates a dedicated revenue stream will be provided to support this service.

